

AMENDMENTS TO THE CLAIMS

1. (Currently amended) A system for processing user inquiries, the system comprising:
 - (a) a global knowledge database including a plurality of categorized responses corresponding to a plurality of user inquiries wherein each categorized response comprises at least one identifier;
 - (b) a first response system in communication with the global knowledge database, the first response system configured to provide a first categorized response included in the global knowledge database to a first user inquiry ~~using a response included in the global knowledge database~~, the first response system being of a first type of response system;
 - (c) a second response system in communication with the global knowledge database, the second response system configured to provide a second categorized response included in the global knowledge database to a second user inquiry ~~using a response included in the global knowledge database~~, the second response system being of a second type of response system;
 - (d) an analysis database configured to store and analyze first data relating to the categorized indications of responses provided by the first response system and the second response system, and second data relating to the identifiers of the first response and the second response; and
 - (e) a report generator configured to generate ~~[[a]]~~ an interactive report using the data stored in the analysis database stored indications of the response provided by the first response system and the second response system, wherein the report comprises a plurality of categories, wherein each category corresponds to a response system, a categorized response, an identifier of a categorized response, or a combination thereof.
2. (Currently amended) The system of claim 1, wherein the identifiers are selected from the group consisting of response identifiers, system identifiers, customer identifiers, inquiry identifiers, time identifiers, activity identifiers, status identifiers, model identifiers, vendor identifiers, outcome identifiers, and a combination thereof. ~~first response system comprises a live agent response system.~~

3. (Currently amended) The system of claim 1[[2]], wherein the first response system comprises a live-agent response system~~comprises a telephone response system~~.
4. (Currently amended) The system of claim 1[[2]], wherein the second response system comprises an automated response system operable to communicate with the knowledge database independent of the first response system.
5. (Original) The system of claim 1, further comprising:
a user information database configured to store user information;
wherein the first response system is configured to retrieve information from the user information database in responding to the first user inquiry.
6. (Original) The system of claim 1, wherein the first response system and the second response system are distributed.
7. (Original) The system of claim 1, wherein the first response system and the second response system are integrated.
8. (Currently amended) The system of claim 1, wherein the global knowledge database further comprises a plurality of templates for responding to inquiries from users.
9. (Original) The system of claim 8, wherein the first response system is configured to use a first of the plurality of templates to respond to the first user inquiry and wherein the second response system is configured to use the first of the plurality of templates to respond to the second user inquiry.
10. (Original) The system of claim 9, wherein the first system comprises a live agent response system and the second response system comprises an automated response system.
11. (Currently amended) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is configured to determine the number of times ~~the first a~~ categorized response is generated by the first response system.

12. (Currently amended) The system of claim 1, further comprising an analysis engine, wherein the analysis engine is configured to update the analysis database when ~~the first~~ a categorized response is generated by the first response system.

13. (Currently amended) A method for managing user inquiries, the method comprising:

- (a) receiving an inquiry from a user;
- (b) retrieving a categorized response to the user inquiry from a global knowledge system wherein each categorized response comprises at least one identifier;
- (c) providing the categorized response to the user with a response system;
- (d) storing an identifier ~~indication~~ of the categorized response in an analysis database;
- (e) storing an identifier ~~indication~~ of the response system in the analysis database;
- and
- (f) generating a report using the identifiers ~~indication of the response and the indication of the response system~~ stored in the analysis database;

wherein said report comprises an illustration of categorized responses organized into a plurality of categories corresponding to a categorized response, an identifier, a response system, or a combination thereof, wherein the plurality of categories are proportionally sized, and wherein selection of a category ~~of responses~~ from said plurality of categories causes a display of linked additional data.

14. (Cancelled)

15. (Cancelled)

16. (Currently amended) The method of claim 13, further comprising using the generated report wherein using the report comprises indicating when ~~the a~~ retrieved categorized response does not satisfactorily address the inquiry from the user.

17. (Currently amended) A system for processing user inquiries, the system comprising:

- (a) a first response system configured to provide a first categorized response to a first user inquiry, wherein the first categorized response comprises at least one identifier, the first response system being a first type of response system;

- (b) a second response system configured to provide a second categorized response to a second user inquiry independent of the first response system, wherein the second categorized response comprises at least one identifier, the second response system being a second type of response system;
- (c) a global knowledge database configured to communicate with the first response system and the second response system;
- (d) an analysis database configured to store and analyze data related to the categorized responses, the response systems, the identifiers, or a combination thereof ~~indications of responses provided by the first response system and the second response system~~; and
- (e) a report generator configured to generate a report based on the data analyzed by the analysis database, wherein the report comprises at least one recommendation regarding at least one response system ~~using the stored indications of the response provided by the first response system and the second response system~~.

18. (Previously presented) The system of claim 17 wherein the second response system comprises an automated response system operable to communicate with the global knowledge database independent of the first response system, and wherein the first response system comprises a live agent response system.

19. (Cancelled)

20. (Currently amended) The system of claim 17[[19]] wherein said report further comprises ~~an illustration of responses organized into a plurality of categories, and wherein that the selection of a recommendation category of responses from said plurality of categories~~ causes a display of linked additional data.

21. (New) The method of claim 13 where the report further comprises at least one recommendation regarding at least one response system.

22. (New) The method of claim 21 where the at least one recommendation is selected from the group consisting of change the business process, change a specified response system, send this type of transaction to a specified response system, enhance the handling of

a customer contact, automate the response to the customer, do not change the business process, and a combination thereof.

23. (New) The system of claim 17 wherein the report comprises an overlaid contact graph comprising a plurality of shapes, wherein each shape comprises dimensions corresponding to the data stored in the analysis database.

24. (New) The system of claim 17 wherein the at least one recommendation is selected from the group consisting of change a business process, change a response system, send this type of transaction to a specified response system, enhance the handling of a customer contact, automate the response to the customer, do not change the business process, and a combination thereof.